



QualityNet | FileCloud

May 2, 2022

New FileCloud Policy for Permanently Removing Deleted Files

In an effort to reduce the number of data files on the FileCloud servers, CMS is introducing a new FileCloud policy to permanently remove deleted FileCloud Team Folder files from the FileCloud application. The new CMS FileCloud policy will go into effect on Monday May 9, 2022. The FileCloud policy will permanently remove any deleted FileCloud Team Folder file after seven (7) calendar days.

As an example of the new CMS FileCloud Policy, if a file is deleted from a FileCloud Team Folder on May 9, 2022, the file will be permanently removed from the FileCloud application on May 16, 2022.

Note, any FileCloud Team Folder files deleted prior to May 9, 2022 will be permanently removed from FileCloud starting May 16, 2022. This FileCloud policy does not impact deleted My Files or deleted Network Share files.

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

VISIT CCSQ Support Central



Email:

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